



Community Care Licensing Division
Quality Assurance, Advocacy and Technical Support Bureau

Residential Care Facilities for the Elderly Most Common Deficiencies for All Visit Types in 2017

This is an analysis of the most common deficiencies cited in 2017 for Residential Care Facilities for the Elderly (RCFE) for all visit types. The Quality Assurance Unit reviewed all 18,815 deficiencies cited. This list is limited to those deficiencies that are equal to two percent (2%) or more of the total number of deficiencies cited.

Are you an RCFE licensee looking for assistance to come into compliance with these or other issues? Please contact the Technical Support Program at TechnicalSupportProgram@dss.ca.gov.

Most common deficiencies cited when citations were issued during RCFE all visit types	This requirement can be found in Title 22 of the California Code of Regulations, Division 6:		This deficiency's percentage of the total deficiencies cited for all visits
	Regulation Section Title	Regulation Section	
The facility shall be clean, safe, sanitary, and in good repair at all times.	Maintenance and Operation	87303(a)	6%
Licensees who accept and retain residents with dementia shall ensure that each resident with dementia has an annual medical assessment and a reappraisal done at least annually.	Care of Persons with Dementia	87705(c)(5)	4%

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Hot water temperature controls shall be maintained to automatically regulate the temperature of hot water used by residents to attain a temperature of not less than 105 degree F (41 degree C) and not more than 120 degree F (49 degree C).	Maintenance and Operation	87303(e)(2)	4%
The following items shall be made inaccessible to residents with dementia: Over-the-counter medication, nutritional supplements or vitamins, alcohol, cigarettes, and toxic substances such as certain plants, gardening supplies, cleaning supplies and disinfectants.	Care of Persons with Dementia	87705(f)(2)	3%

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Staff providing care shall receive appropriate training in first aid from persons qualified by such agencies as the American Red Cross. Ensure that at least one staff member who has cardiopulmonary resuscitation (CPR) training and first aid training is on duty and on the premises at all times. This paragraph shall not be construed to require staff to provide CPR.	Personnel Requirements - General/Administrator and management of residential care facilities; presence of administrator during working hours; facility manager	87411(c)(1) H&S 1569.618(c)(3)	3%
Centrally stored medications shall be kept in a safe locked place that is not accessible to persons other than employees responsible for the supervision of the medication.	Incidental Medical and Dental Care	87465(h)(2)	2%
The following shall be stored inaccessible to residents with dementia: Knives, matches, firearms, tools and other items that could constitute a danger to the resident(s).	Care of Persons with Dementia	87705(f)(1)	2%
Facility personnel shall at all times be sufficient in numbers, and competent to provide the services necessary to meet resident needs.	Personnel Requirements - General	87411(a)	2%
All facilities shall be maintained in conformity with the regulations adopted by the State Fire Marshal for the protection of life and property against fire and panic.	Fire Safety	87203	2%

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Once ordered by the physician the medication is given according to the physician's directions.	Incidental Medical and Dental Care Services	87465(c)(2)	2%
Disinfectants, cleaning solutions, poisons, firearms and other items which could pose a danger if readily available to clients shall be stored where inaccessible to clients.	Storage Space	87309(a)	2%
The licensee shall assist residents with self-administered medications as needed.	Incidental Medical and Dental Services	87465(a)(5)	2%